

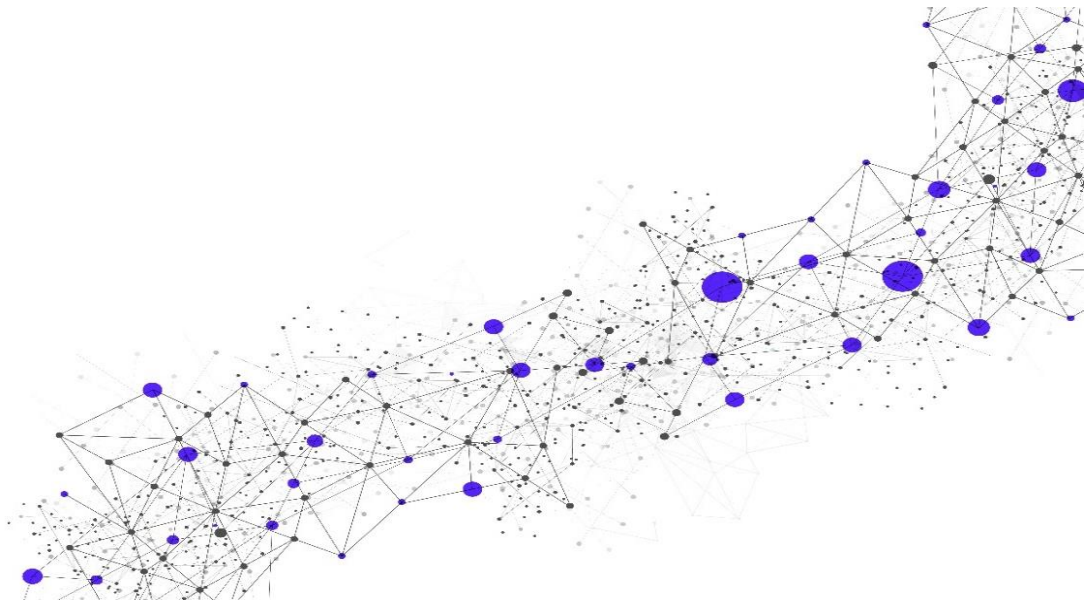
Premium Onboarding (XDR, ManagedXDR, and ManagedXDR Elite)

Release Date

January 14, 2022

Version

1.5



www.secureworks.com

A Dell Technologies Company

Global Headquarters

1 Concourse Pkwy NE #500

Atlanta, GA 30328

Phone: +1 877 838 7947

Email: info@secureworks.com

Additional office locations: <https://www.secureworks.com/about/offices>

Table of Contents

1	Service Introduction	3
1.1	Overview	3
1.2	Customer Obligations	3
2	Service Details	4
2.1	Onboarding Process.....	4
2.1.1	Introduction	4
2.1.2	Environment Discovery	4
2.1.3	Design and Build	5
2.1.4	Training Sessions	5
2.1.5	Transition.....	5
2.2	Deliverables	5
2.2.1	Data Onboarding Worksheet	6
2.2.2	Project Completion Report	6
2.3	Customer and Secureworks Responsibilities	6
2.4	Business Days and Business Hours.....	7
2.5	Disclaimer: On-site Services	7
2.6	Out of Scope	7
3	Service Fees and Related Information	7
3.1	Invoice Commencement and Related Information.....	8
4	Glossary	8

Copyright

© Copyright 2007-2022. SecureWorks, Inc. or its affiliates. All Rights Reserved.

This publication contains information that is confidential and proprietary to Secureworks® and is subject to your confidentiality obligations set forth in your contract with Secureworks or its affiliates. This publication and related hardware and software are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright law. Copying and/or reverse engineering of any Secureworks hardware, software, documentation, or training materials is strictly prohibited.

This publication and related Secureworks software remain the exclusive property of Secureworks. No part of this publication or related software may be reproduced, stored in a retrieval system, or transmitted in any form or any means, electronic or mechanical, photocopying, recording, or otherwise without the prior written permission from Secureworks.

Due to continued service development, the information in this publication and related software may change without notice. Please refer to your contract with Secureworks for any provided warranty information.

Secureworks® is a trademark or registered trademark of SecureWorks, Inc. or its affiliates. All other trademarks not owned by Secureworks that appear on this publication are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Secureworks.

1 Service Introduction

This Service Description (“SD”) describes the Secureworks® Taegis™ Premium Onboarding Service (“Service”). All capitalized words and phrases shall have the meanings set forth herein, as defined in the Glossary, or within the Secureworks-applicable agreement, such as the Customer Relationship Agreement.

1.1 Overview

This Service is available to customers who purchase XDR, ManagedXDR, or ManagedXDR Elite. Secureworks will perform the following:

- Assess the applicable portion of Customer’s environment (only the network infrastructure that will be monitored) based on Customer-provided network diagrams
- Develop the Data Onboarding Worksheet to maximize efficiency of XDR
- Assist Customer with deploying Secureworks® Taegis™ XDR Collector(s) (“XDR Collectors”) and configuring Integrations for compatible data sources (on-premises log sources and cloud Integrations)

All activities for the Service will be conducted remotely through teleconference, but Customer can purchase one of two on-site options for specific parts of the Service. Customer can purchase the 2-day on-site option for the Training session to occur on-site or Customer can purchase the 5-day on-site option for both the Design and Build and the Training session to occur on-site. See Section [2.1.4, Training Sessions](#), for details.

Customer will be assigned an Onboarding Project Manager. This manager guides and enables Customer’s successful onboarding.

The Service includes support for the following: Customer’s deployment of Secureworks® Taegis™ endpoint agents (“Taegis endpoint agents”) and two (2) XDR Collector(s), Customer’s configuration of Integrations for five (5) compatible data sources (on-premises log sources or cloud Integrations), Customer’s creation of three (3) advanced searches, and providing procedural guidance and addressing issues with technical personnel. In addition, Secureworks will train Customer’s security analysts and administrators.

Note: This is a per-tenant Service. If Customer has more than one tenant (i.e., **Additional Managed Tenant**) for which Premium Onboarding needs to be provided, then this Service must be purchased as an add-on for each of Customer’s tenants.

1.2 Customer Obligations

Customer will perform the obligations listed below and acknowledges and agrees that the ability of Secureworks to perform its obligations hereunder are dependent on Customer’s compliance with these obligations.

- Customer will ensure that Customer personnel are scheduled and available to assist as required for the Service(s).
- Customer will have obtained consent and authorization from the applicable third party, in form and substance satisfactory to Secureworks, to permit Secureworks to provide the Service if Customer does not own network resources such as IP addresses, Hosts, facilities or web applications.
- For on-site activities, Customer will provide a suitable workspace for Secureworks personnel, and necessary access to systems, network, and devices.
- Customer will promptly reply to all requests from Secureworks.

- Customer will complete XDR registration upon receipt of instructions from Secureworks. (**Note:** The instructions include the initial invitation for Customer's Tenant Administrator user.)
- Customer's Tenant Administrator will generate additional invitations for Customer's additional users of XDR.
- Customer will ensure that appropriate Customer personnel are available to participate in teleconferences such as the preparatory meeting and Environment Discovery teleconferences.
- Customer will begin deploying Taegis endpoint agents (or other compatible endpoint agents / software) after the preparatory meeting.
- Customer will deploy XDR Collector(s).
- Customer will validate any pre-populated information in the Secureworks-provided onboarding preparation checklist and provide to Secureworks the following: in-scope data sources, in-scope Integrations, logging path, and hypervisor compatibility.
- Customer will ensure that appropriate Customer personnel – e.g., security analysts, data source administrators, and security leadership – participate in training sessions as applicable.
- Customer will configure Integrations for supported data sources (on-premises log sources or cloud Integrations) and will work with Secureworks to create three (3) advanced searches; Customer can create more advanced searches if desired.

2 Service Details

2.1 Onboarding Process

Listed below are activities that Secureworks conducts for each stage of the Service.

2.1.1 Introduction

- Secureworks will establish Customer's tenant of XDR and send Customer the initial registration for accessing XDR and online documentation.
- The Secureworks Onboarding Project Manager will contact Customer-designated point of contact ("**POC**") to schedule a preparatory meeting (through teleconference) to discuss roles, responsibilities, scope, and timeline.
- After the preparatory meeting, Secureworks will send an email to Customer's POC(s) with the agreed-upon timeline and the onboarding preparation checklist (contains data requests and preparatory activities for Customer to complete before the Environment Discovery stage). Secureworks will pre-populate the checklist with any information already gathered from the pre-sales process.

2.1.2 Environment Discovery

- Upon receiving the completed checklist from Customer, Secureworks will schedule and host a follow-up teleconference to discuss and confirm Customer's goals as they relate to Customer's environment and XDR. During the teleconference, Secureworks will help Customer identify advanced search needs and prioritize Integrations for data source(s).
- Within five (5) days of completing Environment Discovery, Secureworks will provide to Customer the Data Onboarding Worksheet that documents each in-scope data source and its prioritization and contains other Service-specific information.

2.1.3 Design and Build

- If Customer purchases the 5-day on-site option, then three days will be used to conduct Design and Build activities with Customer on Customer's premises (other two days are explained below); otherwise, the activities listed below will be conducted remotely.
- For a period of up to two (2) weeks after providing the Data Onboarding Worksheet to Customer, Secureworks will host recurring teleconferences to assist Customer (e.g., provide procedural guidance and address issues with technical personnel) with the following:
 - Customer's deployment of Taegis endpoint agents and two (2) XDR Collector(s)
(**Note:** The Service does not include onboarding support for other endpoint agents.)
 - Customer's configuration of Integrations for supported data sources (on-premises log sources or cloud Integrations)
 - Customer's creation of additional advanced searches; Secureworks will work with Customer to create three (3) advanced searches

Customer and Secureworks will mutually agree on a schedule for the recurring teleconferences (e.g., one every two days). During this two-week period, Secureworks will verify that the detectors for XDR are receiving data from Customer-specified integrated data sources as documented in the Data Onboarding Worksheet and will host weekly deployment progress review teleconferences with Customer's POC(s) (e.g., Customer's project manager) to discuss the status of Customer's deployment.

2.1.4 Training Sessions

- If Customer purchases the 2-day on-site option or the 5-day on-site option, then two days will be used to conduct Training sessions with Customer on Customer's premises; otherwise, these sessions will be conducted remotely and can be divided into multiple sessions.
- After the two-week Design and Build stage concludes, Secureworks will host two days of sessions to provide Customer with an overview of XDR, train stakeholders to use XDR, and outline strategies for maturing Customer's XDR implementation. Sessions occur as follows:
 - Training session for Customer's security analysts
 - Training session for Customer's administrators

The additional half day will be used for Service-specific activities, planning, and related meetings.

2.1.5 Transition

- After completion of the Training sessions, Secureworks will provide remote support to facilitate additional deployment of Taegis endpoint agents for a period of up to one week, if needed.
- Secureworks will provide a Project Completion Report to Customer through email, which documents milestones and results achieved. This report is the final activity and concludes the Service.

2.2 Deliverables

Service Name	Deliverable	Delivery Schedule	Delivery Method
Premium Onboarding (for XDR and ManagedXDR)	Data Onboarding Worksheet	Within five (5) days of completing Environment Discovery phase	Email to Customer's POC(s) with Data Onboarding Worksheet attached
	Project Completion	Within twelve (12) days of completing the Training	Email to Customer's POC(s) with Project Completion Report

Service Name	Deliverable	Delivery Schedule	Delivery Method
	Report	sessions	attached

2.2.1 Data Onboarding Worksheet

The Data Onboarding Worksheet documents each in-scope data source and its prioritization, the type of data source (e.g., firewall, NGFW, DC, API, AD), and the Schema it populates (e.g., Auth, NetFlow, NIDS). It also specifies the mapping between the detectors and the data sources.

The primary benefits of this deliverable are as follows:

- Aligns scope and prioritization with deployment support as part of the Service
- Documents future state visibility of XDR
- Helps identify primary areas of visibility improvement, with gaps in mapping being an indicator of additional data to collect (e.g., some detectors not executing because XDR is not ingesting events for the NIDS Schema)

2.2.2 Project Completion Report

The Project Completion Report indicates completion of the Service and documents milestones and results achieved as part of the Service. It documents both onboarding and primary training activities executed as part of the Service and will be delivered through email to Customer’s POC within twelve (12) days of completing the Training sessions.

2.3 Customer and Secureworks Responsibilities

The responsibility assignment matrix below describes the participation required of both Customer and Secureworks in completing tasks or deliverables for a project or business process to facilitate successful service delivery. Secureworks uses the standard RACI role criteria for managing Customer projects and deliverables. These roles are defined as follows:

- R – Responsible: Role(s) assigned to do the work. For any individual task, there could be multiple roles responsible.
- A – Accountable: Role(s) that make the final decision and has ultimate ownership.
- C – Consulted: Role(s) consulted as the subject matter expert (“SME”) before a decision or action is taken.
- I – Informed: Role(s) updated with status of work being done, status of ongoing work, and results of work completed.

Premium Onboarding (for XDR and ManagedXDR)		
Task	Customer	Secureworks
Provide contact information to Secureworks for initial XDR Administrator (Tenant Administrator) user	R, A	C, I
Send XDR registration and initial invitation (for Tenant Administrator) to Customer	C, I	R, A
Provision all additional XDR users	R, A	C, I
Manage all user account information in XDR to ensure accuracy and completeness	R, A	C, I

Premium Onboarding (for XDR and ManagedXDR)		
Task	Customer	Secureworks
Configure and manage hypervisor resources to support deployment of the XDR Collector(s)	R, A	C, I
Provide support (through teleconference) as Customer configures/deploys the following, up to the contracted quantity: <ul style="list-style-type: none"> XDR-compatible data sources (on-premises log sources and cloud Integrations) in accordance with XDR log format requirements XDR Collector(s) 	C, I	R, A
Configure and deploy XDR-supported data source(s)—on-premises data source and cloud Integrations—that exceed the contracted quantity	R, A	I
Deploy XDR Collector(s) and Taegis endpoint agents or any other compatible third-party endpoint agent/software into Customer's environment	R, A	C, I
Train Customer's security analysts and administrators to use XDR	C, I	R, A

2.4 Business Days and Business Hours

Business Days for Secureworks global headquarters are Monday – Friday and Business Hours are 8 a.m. – 5 p.m. US Eastern Time, excluding US holidays. Business Days and Business Hours for all other Secureworks locations vary according to local time zone and country. The Secureworks Security Operations Center (“SOC”) is available 24 hours a day, 7 days a week, for questions and support. During non-Business Days and Hours, some SOC inquiries may be sent to other support groups to address during Business Days and Hours.

2.5 Disclaimer: On-site Services

Notwithstanding Secureworks' employees' placement at Customer's location(s), Secureworks retains the right to control the work of such employees. For international travel, on-site Services may require additional documentation, such as visas, visitor invitations, and related documentation, which may affect timing of the Services and reimbursable expenses.

2.6 Out of Scope

The information in Section [2](#) comprises the Secureworks standard in-scope offering for the Service. Any other services or activities not specifically listed as in scope are out of scope. Upon request, Secureworks can provide out-of-scope technical support on a time and materials basis pursuant to a separate Transaction Document.

3 Service Fees and Related Information

Service Fees are based on a fixed fee; Customer is billed upon execution of Transaction Document. See Customer's MSA or CRA (as applicable), and Transaction Document for details, including the following:

- Billing and Invoicing

- Out-of-Pocket Expenses
- Services Term

3.1 Invoice Commencement and Related Information

See the Service-specific Addendum or Transaction Document for information about invoice commencement.

4 Glossary

Term	Description
Additional Managed Tenant	An add-on service for ManagedXDR and ManagedXDR Elite that provides Customer with more than one XDR tenant.
Integration	Application Programming Interface (“ API ”) calls or other software scripts for conducting the agreed-upon Service(s) for the connected technology.
Schema	A model that is used to map event types for custom Integrations with XDR.